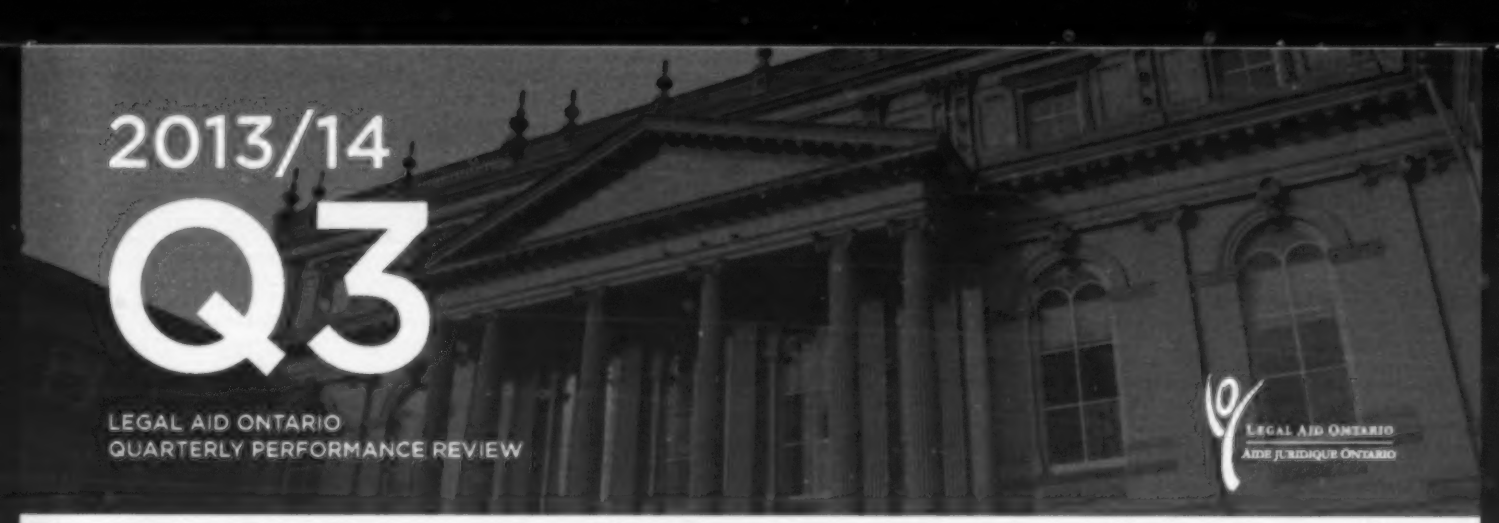


# 2013/14 Q3

LEGAL AID ONTARIO
QUARTERLY PERFORMANCE REVIEW

Legal Aid Ontario
Aide juridique Ontario

## ABOUT LEGAL AID ONTARIO (LAO)

LAO helps financially eligible, low-income Ontarians through the following services.

### DUTY COUNSEL

These are lawyers who can quickly assess a person's legal problems and provide advice, information and representation to people who would be unrepresented and unassisted in the courtroom otherwise.

### TOLL-FREE TELEPHONE SERVICES

Available in over 200 languages, the call centre can provide information about legal aid services, qualification for the various types of services available, and answer questions about legal aid applications.

### SUMMARY LEGAL ADVICE

If financially eligible, a client can get advice on criminal, family or immigration issues from a lawyer for up to 20 minutes through LAO's toll-free number.

### COMMUNITY LEGAL CLINICS

LAO funds 77 independent community legal clinics that can help with housing issues, government assistance cases, civil appeals, tribunals and proceedings.

### CERTIFICATES

If a client is financially eligible and his/her legal needs warrant it, a client may be able to apply for a certificate, which covers the cost of a lawyer.

## FINANCIAL UPDATE

LAO helps financially eligible, low-income Ontarians through the following services.

| Operating Budget ($M) | YTD December 2013 |
|---|---|
| Government of Ontario | $ 257.203 |
| Government of Ontario: New funding for 2013 | 2.571 |
| Law Foundation | 16.086 |
| Client contributions | 7.655 |
| Client and other recoveries | 0.941 |
| Miscellaneous | 0.644 |
| **TOTAL REVENUE** | **$ 285.100** |
| **Core Business Expenses** | |
| Certificate program: BCM | $ 19.219 |
| Other | 108.823 |
| Client service offices | 9.861 |
| New family Funding 2013/14 | |
| Clinic Program: General | 53.321 |
| CIMS | 0.213 |
| New clinic program funding 2013/14 | |
| Duty counsel program | 34.421 |
| Service Innovation projects | 0.372 |
| **TOTAL CORE BUSINESS EXPENSES** | **$ 226.230** |
| Service provider support | $ 3.869 |
| Administrative expenses | 23.043 |
| Other expenditures | 4.938 |
| Program support | 15.597 |
| **TOTAL OPERATING EXPENSES** | **$ 273.677** |
| **OPERATING SURPLUS / (DEFICIT)** | **$ 11.423** |

## CLIENT SERVICES

Calls to Legal Aid Ontario's toll-free call centre are streamed into one of two tiers.

**TIER 1**

**Clients are matched to a service that meets their legal aid needs or are referred to other programs.**

2.5%

Call volumes for tier 1 dropped by 2.5 per cent, from 61,048 in Q3 last year to 59,511 in Q3 2013/14.

**1 MIN 23 SEC**

Average wait time in Q3 compared to 1:39 minutes in the same period last year.

**TIER 2**

**Clients are assessed for financial eligibility, provided with legal information or referred to staff lawyers for legal advice in either family law, criminal law or immigration law. Applications for certificates are also made at this level.**

21.8%

Call volumes for this period dropped 21.8 per cent, to 21,594 from 27,605 because calls are now more effectively triaged from tier 1. Clients who require summary legal advice can now be transferred directly from tier 1 to lawyer.

**4 MIN 16 SEC**

Average wait time in Q3 compared to 6:55 minutes in the same period last.

## DISPOSITIVE SERVICES

Dispositive services help a case progress towards resolution.

**21,328** civil/family assists YTD December 2013

Compared to 23,371 for YTD December 2012 – a drop of 18.4 per cent.

Civil/family dispositive services include:

- arguing emergency motions
- obtaining consent orders
- arguing motion/application/ adjournments
- supporting enforcement proceedings
- supporting inter-jurisdictional support hearings
- conducting CFSA temporary care and custody, CFSA status review, CFSA apprehension
- conducting parole hearing or disciplinary hearings

**67,751** criminal assists for YTD December 2013

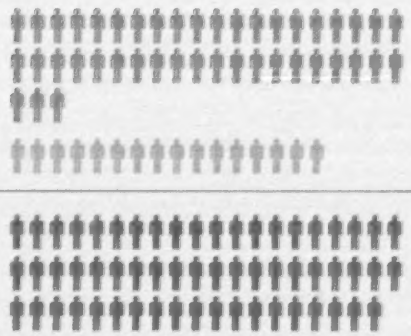
Compared to 76,109 for YTD December 2012.

Some criminal dispositive services include:

- trials
- withdrawal of all charges
- guilty pleas/speaking to sentence
- *Gladue* submissions
- judicial interim release proceedings
- diversion/extra-judicial sanctions
- peace bond/recognizance
- hearings to rescind bench warrants
- mental health assessment order hearings, sentence reviews
- appeals *de novo*

### DUTY COUNSEL

The total number of people assisted by duty counsel (includes per diem, staff duty counsel, telephone summary legal advice and LAO court workers) dropped by 1.5 per cent for YTD December 2013 compared to YTD December 2012.



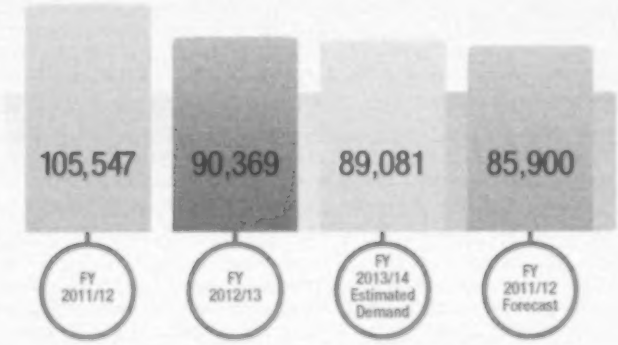
| | 2013 | 2012 |
|---|---|---|
| Criminal | **426,613** | 437,765 |
| Civil | **163,730** | 161,561 |
| **TOTAL** | **590,348** | 599,326 |

# LEGAL AID CERTIFICATES

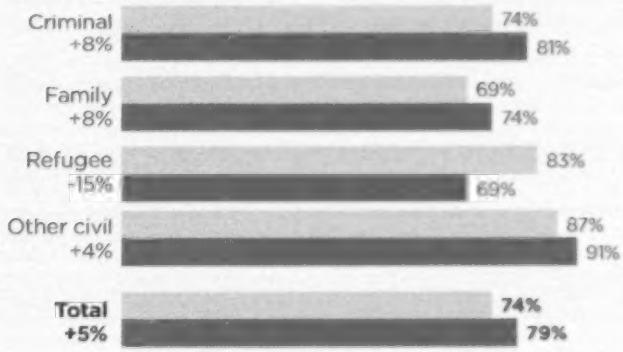
## ACCEPTANCE RATES FOR APPLICATIONS

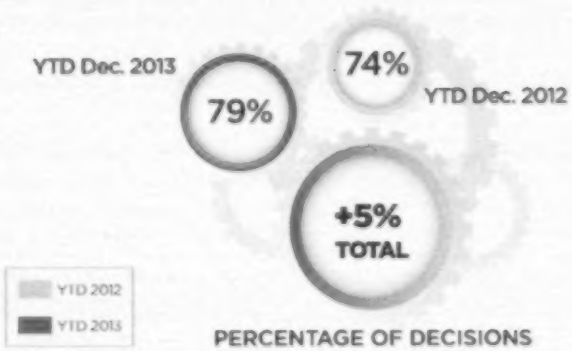
| Number of certificates issued | YTD Q3 2012/13 | YTD Q3 2013/14 |
|---|---|---|
| Criminal | 44,264 | 41,925 |
| Family | 14,221 | 14,357 |
| Immigration & refugee | 7,199 | 3,914 |
| Other civil | 3,272 | 3,259 |
| **Total** | **68,956** | **63,455** |

## NUMBER OF CERTIFICATES ISSUED

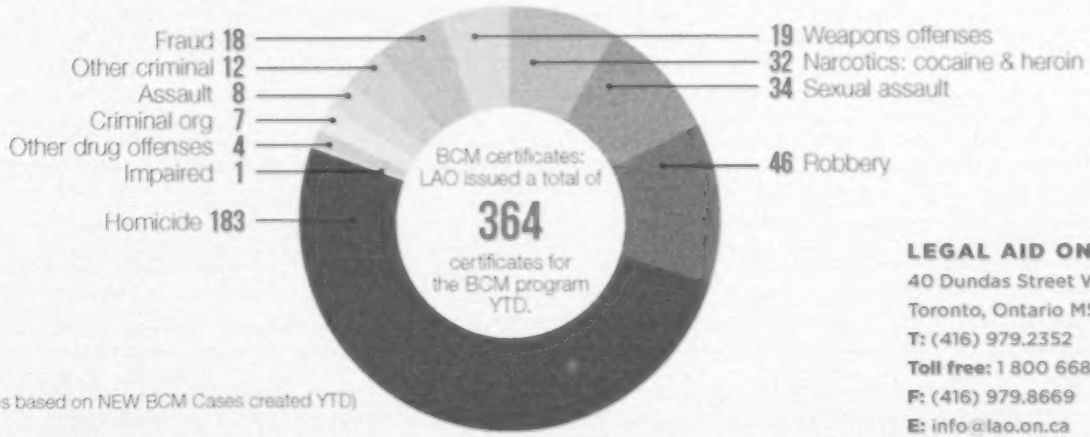



## SAME DAY DECISIONS




# BIG CASE MANAGEMENT (BCM)




(Figures based on NEW BCM Cases created YTD)

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